



IDAHO DEPARTMENT OF
HEALTH & WELFARE

C.L. "BUTCH" OTTER – Governor
RICHARD M. ARMSTRONG – Director

DEBBY RANSOM, R.N., R.H.I.T – Chief
BUREAU OF FACILITY STANDARDS
3232 Elder Street
P.O. Box 83720
Boise, Idaho 83720-0036
PHONE: (208) 334-6626
FAX: (208) 364-1888
E-mail: fsb@idhw.state.id.us

March 21, 2007

Christopher Moore, Administrator
Hancock House - CTM Enterprises
9622 West Silverbirch Street
Boise, ID 83709

Dear Mr. Moore:

On February 22, 2007, a complaint investigation survey was conducted at Hancock House - CTM Enterprises. The survey was conducted by John Wingate, RN and Polly Watt-Geier, LSW. This report outlines the findings of our investigation.

Complaint # ID00002133

Allegation #1: The facility served only Fried hot dogs on October 21, 2006 and October 22, 2006 and milk was not available.

Findings: On February 22, 2007 the facility's as served menus were reviewed. There was no documented evidence the residents' received fried hot dogs on October 21, 2006 or October 22, 2006.

On February 22, 2007 the facility's refrigerator was observed to contained several gallons of milk which was available to the residents. It also contained perishable foods which were available to serve for the scheduled lunch and dinner menu.

On February 22, 2007 between 9:19 a.m. and 10:00 a.m., 4 random residents and the house manager were interviewed and stated the residents' had not been served fried hot dogs on two consecutive days in October. They stated there was plenty of food and milk available at all times for the residents.

Conclusion: Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation.

Allegation #2: The food was locked up at night and snacks were not offered to the residents. Family brought snacks for the residents because they were hungry.

Findings: On February 22, 2007 the facility's refrigerator was found to be unlocked and food was available for residents.

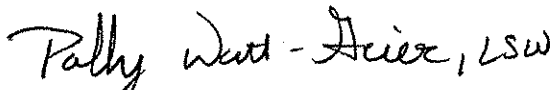
On February 22, 2007 at 9:27 a.m., the house manager stated the refrigerator was locked in the evenings, but snacks were available for the residents' during the evening hours.

On February 22, 2007 between 9:19 a.m. and 10:00 a.m., 4 random residents' were interviewed and stated that there were snacks available during the day and evening. The residents' stated they were never left hungry and when they wanted something special for themselves, they would purchase items on their own.

Conclusion: Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,



Polly Watt-Geier, LSW
Team Leader
Health Facility Surveyor
Residential Community Care Program

PWG/sc

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Community Care Program